

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Community Psychiatric Services - Community Services

Demographics

		Total State Served - CPS Community Services ^a	Total Survey Returns Community Services ^b	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
SEX	Male	46.2%	42.1%	43.8%	33.9%	56.3%
	Female	53.8%	57.9%	56.2%	66.1%	43.7%
RACE	White	79.2%	82.5%	83.0%	81.0%	83.8%
	Black	18.3%	12.5%	12.1%	13.8%	7.6%
	Hispanic	0.6%	1.0%	0.8%	0.9%	2.1%
	Native American	0.4%	1.6%	1.9%	1.1%	1.1%
	Pacific Islander	0.1%	0.2%	0.1%	0.3%	0%
	Alaskan	0.0%	0%	0.1%	0%	0%
	Oriental	0.3%	0.1%	0.1%	0.1%	0%
	Bi-racial	0.2%	1.9%	1.3%	2.1%	5.1%
	Other	0.8%	0.6%	0.5%	0.8%	0.4%
AGE	0-17	14.2%	40.21	43.72	41.02	12.41
	18-49	62.7%	10.3%	1.1%	3.3%	98.9%
	50+	23.2%	62.6%	67.1%	71.7%	1.1%
			27.1%	31.9%	25.0%	0%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total CPS Community Services	25666*	5410	21.1%
Total CPRC Consumer	10421	3396	32.6%
Total Non-CPRC Adult	14766	1536	10.4%
Total Child/Adolescent	3076	478	15.5%
* Unduplicated Count			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	State Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
Are you deaf or hard of hearing?	9.0%	10.3%	7.9%	3.3%
<i>If yes, do you use sign language?</i>	4.7%	5.5%	2.7%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	4.8%	7.7%	1.6%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	8.2%	10.8%	5.6%	0%

Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	State Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
Do you receive Medicaid?	82.0%	89.9%	62.9%	88.2%
<i>If yes, are you a member of an MC+ health plan?</i>	24.7%	15.9%	31.3%	66.7%

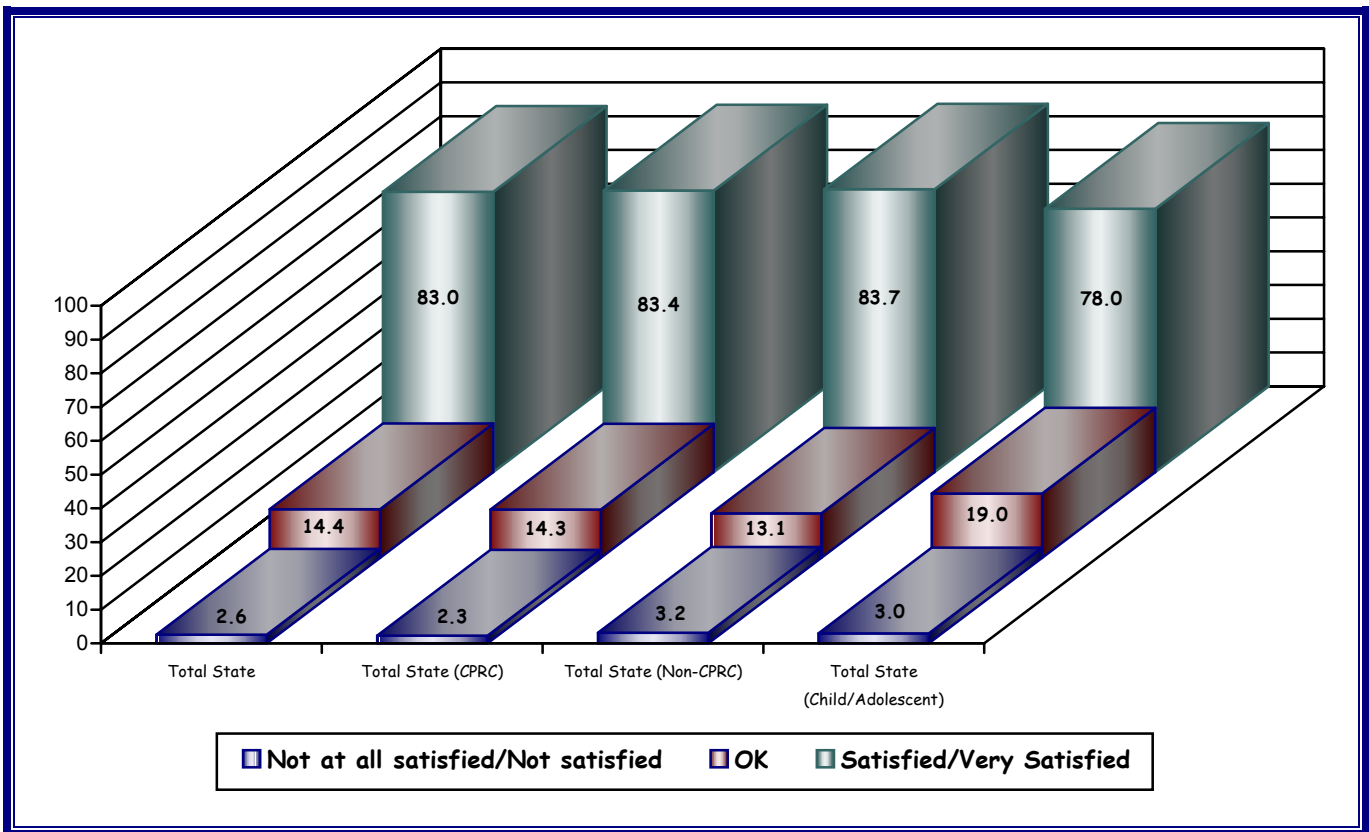
Consumer Preferences in Living Arrangements

The Department of Mental Health asked consumers where they preferred to live. In addition, consumers were asked what resources were needed to live in another location. These questions are particularly important in light of the Olmstead Decision.¹

	Overall State Totals	State CPRC Total
<i>Where Would you prefer to live?</i>		
Where I am now	60.7%	60.7%
Group Home	1.7%	1.7%
Semi-Independent	4.6%	4.6%
Independent Apartment	17.2%	17.2%
With Family Member	6.1%	6.1%
Other	9.8%	9.8%
<i>What resources do you need?</i>		
Financial Assistance	27.2%	43.4%
More Mental Health Services	6.7%	10.7%
Assistance in learning how to take care of myself	5.9%	9.4%
Help to find and keep a job	12.3%	19.7%
Someone to stop by and help me with things, either regularly or when I call.	19.1%	30.4%
Someone to help me learn how to take care of my money	10.6%	16.9%

¹ The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 83.0% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) Community Services program who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" in the CPRC Adult program was 83.4%.
- The percent of individuals who rated services as "satisfied" or "very satisfied" in the Non-CPRC Adult program was 83.7%.
- The percent of individuals who rated services as "satisfied" or "very satisfied" in the Child/Adolescent program was 78.0%.

Satisfaction with Services

How satisfied are you . . .	Total CPS Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
with the staff who serve you?	4.37 (5293)	4.38 (3329)	4.38 (1489)	4.19 (475)
with how much your staff know about how to get things done?	4.28 (5227)	4.31 (3304)	4.28 (1457)	4.11 (466)
with how staff keep things about you and your life confidential?	4.42 (5225)	4.40 (3298)	4.48 (1461)	4.30 (466)
that your treatment plan has what you want in it?	4.25 (5203)	4.28 (3297)	4.21 (1442)	4.13 (464)
that your treatment plan is being followed by those who assist you?	4.31 (5171)	4.34 (3288)	4.30 (1427)	4.14 (456)
that the agency staff respect your ethnic and cultural background?	4.42 (5005)	4.43 (3157)	4.46 (1393)	4.29 (455)
with the services that you receive?	4.36 (5210)	4.38 (3285)	4.36 (1461)	4.22 (464)
that services are provided in a timely manner?	4.29 (5244)	4.33 (3302)	4.25 (1479)	4.13 (463)
<p>The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.</p>				

Some of the key findings were:

- **Statewide, the people served by the Division of Comprehensive Psychiatric Services Community Services programs reported that they were satisfied with the services they received. All ratings were above a mean of 4.00 ("satisfied").**
- **Consumers were most satisfied with confidentiality and the staff's respect of their ethnic and cultural background (mean of 4.42).**
- **Consumers were least satisfied with the content of the treatment plan (mean of 4.25).**
- **Adults were more satisfied with services than the children/adolescents.**

Satisfaction with Quality of Life

How satisfied are you . . .	Total CPS Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
with how you spend your day?	3.49 (5214)	3.54 (3323)	3.30 (1470)	3.75 (421)
with where you live?	3.70 (5185)	3.74 (3301)	3.56 (1466)	3.85 (418)
with the amount of choices you have in your life?	3.47 (5192)	3.53 (3306)	3.30 (1467)	3.58 (419)
with the opportunities/chances you have to make friends?	3.55 (5175)	3.61 (3301)	3.35 (1456)	3.77 (416)
with your general health care?	3.74 (5140)	3.81 (3279)	3.50 (1458)	3.99 (403)
with what you do during your free time?	3.54 (5170)	3.61 (3291)	3.32 (1463)	3.80 (416)
How safe do you feel . . .				
in your home/agency?	4.04 (5187)	4.02 (3298)	4.02 (1461)	4.29 (428)
in your neighborhood?	3.89 (5133)	3.89 (3266)	3.85 (1448)	4.02 (419)
<p>The first number represents a mean rating. Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>				

Some of the key findings for the Division of Comprehensive Psychiatric Community Services were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the home (mean of 4.04) and least satisfied with the amount of choices in their life (mean of 3.47).

Comparison by Gender in a Community Services Setting

This analysis compared the responses of consumers by gender on the satisfaction survey items. Females were more satisfied with the service items. Males were more satisfied with the quality of life items.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.30 (2170)	4.42 (2986)	F(1,5154)=27.236, p<.001
with how much your staff know how to get things done?	4.21 (2144)	4.34 (2948)	F(1,5090)=29.164, p<.001
with how staff keep things about you and your life confidential?	4.36 (2140)	4.46 (2955)	F(1,5093)=16.836, p<.001
that your treatment plan has what you want in it?	4.18 (2132)	4.30 (2940)	F(1,5070)=22.557, p<.001
that the treatment plan is being followed by those who assist you?	4.25 (2114)	4.36 (2924)	F(1,5036)=17.333, p<.001
that the agency staff respect your ethnic and cultural background?	4.35 (2059)	4.49 (2820)	F(1,4877)=33.421, p<.001
with the services you receive?	4.30 (2130)	4.41 (2950)	F(1,5078)=19.695, p<.001
that services are provided in a timely manner?	4.22 (2150)	4.34 (2965)	F(1,5113)=22.045, p<.001
with how you spend your day?	3.58 (2133)	3.42 (2947)	F(1,5078)=24.951, p<.001
with where you live?	3.75 (2115)	3.67 (2938)	F(1,5051)=5.421, p=.020
with the amount of choices you have in your life?	3.53 (2117)	3.43 (2941)	F(1,5056)=8.549, p=.003
with the opportunities/chances you have to make friends?	3.62 (2120)	3.49 (2923)	F(1,5041)=15.253, p<.001
with your general health care?	3.86 (2106)	3.64 (2907)	F(1,5011)=48.160, p<.001
with what you do in your free time?	3.66 (2112)	3.45 (2929)	F(1,5039)=40.326, p<.001
with how safe you feel in your home/agency?	4.11 (2110)	4.00 (2945)	F(1,5053)=13.257, p<.001
with how safe you feel in your neighborhood?	3.97 (2079)	3.84 (2923)	F(1,5000)=17.940, p<.001
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison of Racial/Ethnic Background in a Community Services Setting

This analysis compared the responses of consumers by racial and ethnic background on the satisfaction survey items. Caucasians were most satisfied with the staff. African Americans were more satisfied with how they spend their day, choices in their lives and their general health care. Hispanics were most satisfied with confidentiality, treatment plan, following the treatment plan, respect of ethnic and cultural backgrounds, services received, services being provided in a timely manner, safety in their home/agency, and safety in their neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you? (a)	4.40 (4313)	4.13 (627)	4.39 (49)	4.35 (82)	4.33 (138)	F(4,5204)=14.412, p<.001
with how much your staff know how to get things done? (a)	4.32 (4256)	4.10 (624)	4.31 (48)	4.40 (81)	4.18 (136)	F(4,5140)=9.071, p<.001
with how staff keep things about you and your life confidential? (a)	4.45 (4266)	4.24 (615)	4.49 (49)	4.30 (83)	4.37 (136)	F(4,5144)=8.635, p<.001
that your treatment plan has what you want in it? (a)	4.28 (4249)	4.05 (611)	4.43 (49)	4.24 (82)	4.12 (134)	F(4,5120)=9.481, p<.001
that the treatment plan is being followed by those who assist you? (a, c, e)	4.34 (4215)	4.14 (613)	4.67 (48)	4.29 (82)	4.19 (132)	F(4,5085)=9.701, p<.001
that the agency staff respect your ethnic and cultural background? (a)	4.46 (4040)	4.23 (621)	4.52 (48)	4.42 (81)	4.41 (136)	F(4,4921)=10.652, p<.001
with the services you receive? (a)	4.39 (4252)	4.19 (610)	4.49 (49)	4.39 (84)	4.29 (137)	F(4,5127)=7.943, p<.001
that services are provided in a timely manner? (a)	4.33 (4279)	4.02 (618)	4.49 (49)	4.26 (84)	4.11 (137)	F(4,5162)=17.459, p<.001
with how you spend your day? (c)	3.46 (4251)	3.70 (618)	3.50 (48)	3.37 (82)	3.53 (135)	F(4,5129)=6.705, p<.001
with the amount of choices you have in your life? (a)	3.44 (4235)	3.68 (612)	3.46 (48)	3.38 (81)	3.38 (134)	F(4,5105)=5.922, p<.001
with your general health care? (a, d)	3.73 (4196)	3.82 (607)	3.79 (48)	3.37 (82)	3.75 (131)	F(4,5059)=3.219, p=.012
with what you do in your free time? (a)	3.52 (4213)	3.68 (614)	3.38 (48)	3.57 (82)	3.72 (134)	F(4,5086)=3.700, p=.005
with how safe you feel in your home/agency? (b)	4.06 (4229)	3.99 (621)	4.11 (46)	3.68 (80)	3.90 (134)	F(4,5105)=4.124, p=.002
with how safe you feel in your neighborhood? (a)	3.92 (4185)	3.75 (613)	4.02 (47)	3.71 (79)	3.72 (132)	F(4,5051)=4.766, p=.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black. (b) Interaction between White and Hispanic. (c) Interaction between Black and Hispanic. (d) Interaction between Black and Native American. (e) Interaction between Hispanic and Other.</p>						

Comparison by Age in a Community Services Setting

This analysis compared the responses of consumers by three age groupings: (1) youth and adolescents under 18 years of age; (2) young adults under 50 years of age; and (3) older adults over 50 years of age. Adults were more satisfied with services than the youth and adolescents. The 18-49 age group, however, was the least satisfied with their quality of life.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(a, b, c)	4.20 (526)	4.36 (3165)	4.45 (1362)	F(2,5050)=16.958, p<.001
with how much your staff know how to get things done?(a, b, c)	4.10 (518)	4.28 (3129)	4.38 (1345)	F(2,4989)=20.420, p<.001
with how staff keep things about you and your life confidential?(b)	4.33 (517)	4.43 (3140)	4.45 (1335)	F(2,4989)=3.892, p=.021
that your treatment plan has what you want on it?(b, c)	4.13 (514)	4.23 (3119)	4.34 (1339)	F(2,4969)=11.44, p<.001
that the treatment plan is being followed by those who assist you?(a, b, c)	4.14 (507)	4.30 (3101)	4.40 (1333)	F(2,4938)=16.347, p<.001
that the agency staff respect your ethnic and cultural background?(a, b)	4.31 (503)	4.44 (2984)	4.47 (1287)	F(2,4771)=6.660, p=.001
with the services you receive?(a, b, c)	4.22 (516)	4.36 (3122)	4.45 (1338)	F(2,4973)=14.358, p<.001
that services are provided in a timely manner?(a, b, c)	4.12 (515)	4.27 (3147)	4.40 (1349)	F(2,5008)=20.042, p<.001
with how you spend your day?(a, b, c)	3.76 (474)	3.40 (3146)	3.57 (1359)	F(2,4976)=27.277, p<.001
with where you live?(a, c)	3.87 (472)	3.61 (3132)	3.84 (1348)	F(2,4949)=23.577, p<.001
with the amount of choices you have?(a, c)	3.59 (471)	3.41 (3139)	3.53 (1349)	F(2,4956)=7.808, p<.001
with the opportunities you have to make friends?(a, c)	3.78 (471)	3.46 (3127)	3.66 (1346)	F(2,4941)=25.386, p<.001
with your general health care?(a, b, c)	4.01 (456)	3.67 (3113)	3.78 (1342)	F(2,4908)=21.584, p<.001
with what you do in your free time?(a, b, c)	3.84 (469)	3.45 (3130)	3.63 (1346)	F(2,4942)=28.500, p<.001
with how safe you feel in your home/agency?(a, b, c)	4.33 (480)	3.98 (3120)	4.07 (1352)	F(2,4949)=25.385, p<.001
with how safe you feel in the neighborhood?(a, c)	4.03 (470)	3.84 (3097)	3.93 (1338)	F(2,4902)=8.618, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between ages 18-49 and 50+.</p>				

Comparison by Current Living Situation in a Community Services Setting

This analysis compared the responses of consumers by their current living arrangement. Those who lived independently were the most satisfied with services provided by the agency. The homeless felt the least satisfied with quality of life items. Those who lived with their biological parent were the most satisfied with how they spent their day, where they live, the amount of choices they have, and safety in their home. Those who lived in group homes were the most satisfied with their opportunities to make friends, their general health, what they did in their free time and how safe they felt in their neighborhood.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?(a, b, d, e)	4.45 (3538)	4.17 (580)	4.16 (325)	4.30 (53)	4.27 (343)	4.18 (288)	F(5,5121)=21.261, p<.001
with how much your staff know how to get things done?(a, b, d, e)	4.36 (3498)	4.15 (574)	4.13 (316)	4.15 (53)	4.14 (338)	4.08 (285)	F(5,5058)=15.642, p<.001
with how staff keep things about you and your life confidential?(a, b, e)	4.49 (3501)	4.22 (575)	4.19 (319)	4.43 (53)	4.40 (337)	4.25 (285)	F(5,5064)=18.350, p<.001
that your treatment plan has what you want on it?(a, b, e)	4.31 (3494)	4.14 (574)	4.04 (320)	4.08 (50)	4.19 (335)	4.06 (280)	F(5,5044)=10.959, p<.001
that the treatment plan is being followed by those who assist you?(a, b, d, e)	4.38 (3468)	4.19 (573)	4.14 (316)	4.20 (50)	4.19 (332)	4.09 (276)	F(5,5009)=14.392, p<.001
that the agency staff respect your ethnic and cultural background?(a, b, e)	4.50 (3324)	4.28 (553)	4.19 (315)	4.38 (50)	4.39 (326)	4.18 (281)	F(5,4843)=20.597, p<.001
with the services you receive?(a, b, e)	4.43 (3501)	4.19 (571)	4.24 (314)	4.31 (52)	4.27 (335)	4.19 (283)	F(5,5050)=13.534, p<.001
that services are provided in a timely manner?(a, b, e)	4.36 (3523)	4.13 (574)	4.07 (321)	4.11 (53)	4.21 (335)	4.10 (283)	F(5,5083)=15.545, p<.001
with how you spend your day?(a, b, d, f, h, I, k)	3.41 (3522)	3.66 (579)	3.64 (324)	2.98 (53)	3.83 (299)	3.50 (276)	F(5,5047)=15.575, p<.001
with where you live?(c, f, g, h, I, j)	3.72 (3510)	3.63 (578)	3.64 (318)	2.24 (49)	3.93 (297)	3.62 (278)	F(5,5024)=18.123, p<.001
with the amount of choices you have?(a, f, h, I)	3.43 (3505)	3.61 (576)	3.54 (320)	2.92 (53)	3.63 (298)	3.39 (279)	F(5,5025)=6.173, p<.001
with the opportunities you have to make friends?(a, b, d, f, h, I, j)	3.45 (3491)	3.88 (575)	3.73 (322)	3.02 (52)	3.76 (298)	3.65 (277)	F(5,5009)=21.110, p<.001
with your general health care?(a, b, d, f, h, I, j)	3.66 (3483)	3.97 (577)	3.88 (317)	3.21 (53)	3.96 (283)	3.87 (275)	F(5,4982)=15.212, p<.001
with what you do in your free time?(a, b, d, f, h, I, j)	3.45 (3491)	3.84 (578)	3.72 (319)	2.94 (52)	3.79 (296)	3.63 (276)	F(5,5006)=19.216, p<.001
with how safe you feel in your home/agency?(c, d, f, g, h, I, j, k)	4.02 (3526)	4.03 (570)	4.09 (310)	3.27 (41)	4.34 (307)	4.00 (277)	F(5,5025)=10.545, p<.001
with how safe you feel in the neighborhood?(a, c, f, h, I, j)	3.86 (3496)	4.03 (562)	3.98 (308)	3.15 (46)	3.99 (302)	3.88 (273)	F(5,4978)=7.942, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Independent and Other.
- (f) Interaction between Group Home and Homeless.
- (g) Interaction between Group Home and Biological Parents.
- (h) Interaction between RTF and Homeless.
- (i) Interaction between Homeless and Biological Parents.
- (j) Interaction between Homeless and Other.
- (k) Interaction between Biological Parents and Other.

Comparison by Whether Resided in Residential Treatment

This analysis compared the responses of consumers by whether they had lived in a residential treatment facility during the past year. Those who had not lived in a treatment facility were the most satisfied with services. Those who resided in a treatment facility during the past year reported more satisfaction with the significant quality of life items (how they spent their day, where they live, their general health, their opportunity to make friends, and what they did during their free time).

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.20 (1074)	4.42 (3956)	F(1,5028)=60.261, p<.001
with how much your staff know how to get things done?	4.15 (1059)	4.33 (3914)	F(1,4971)=39.564, p<.001
with staff keep things about you and your life confidential?	4.22 (1066)	4.48 (3909)	F(1,4973)=80.431, p<.001
that your treatment plan has what you want on it?	4.09 (1062)	4.30 (3892)	F(1,4982)=46.333, p<.001
that the treatment plan is being followed by those who assist you?	4.16 (1051)	4.36 (3872)	F(1,4921)=48.515, p<.001
that the agency staff respect your ethnic and cultural background?	4.22 (1036)	4.50 (3719)	F(1,4753)=96.280, p<.001
with the services you receive?	4.21 (1049)	4.42 (3911)	F(1,4958)=48.918, p<.001
that services are provided in a timely manner?	4.10 (1068)	4.35 (3929)	F(1,4995)=63.619, p<.001
with how you spend your day?	3.64 (1060)	3.44 (3900)	F(1,4958)=25.589, p<.001
with the amount of choices you have?	3.54 (1054)	3.45 (3886)	F(1,4938)=4.697, p=.030
with the opportunities you have to make friends?	3.73 (1056)	3.50 (3871)	F(1,4925)=33.502, p<.001
with your general health care?	3.87 (1043)	3.70 (3851)	F(1,4892)=19.325, p<.001
with what you do in your free time?	3.73 (1050)	3.49 (3871)	F(1,4919)=35.239, p<.001
with how safe you feel in the neighborhood?	3.95 (1031)	3.87 (3854)	F(1,4883)=4.876, p=.027
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison Across Programs

Participants in adult programs were more satisfied with their services than those who participated in youth programs. The CPRC consumers rated their satisfaction highest in the areas of the knowledge of staff, content of treatment plan, the amount of choices in their lives and the timeliness of services being provided. Those participating in youth were more satisfied with how they spent their day, where they live, opportunities to make friends, their general health care, with what they did in their free time, and safety in their home/agency.

How satisfied are you...	CPRC Consumer	Non-CPRC Adult	Child/ Adolescent	Significance
with the staff who serve you?(b, c)	4.38 (3329)	4.38 (1489)	4.19 (475)	F(2,5290)=11.776, p<.001
with how much your staff know how to get things done?(b, c)	4.31 (3304)	4.28 (1457)	4.11 (466)	F(2,5224)=11.400, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.40 (3298)	4.48 (1461)	4.30 (466)	F(2,5222)=7.981, p<.001
that your treatment plan has what you want on it?(a, b)	4.28 (3297)	4.21 (1442)	4.13 (464)	F(2,5200)=7.252, p=.001
that the treatment plan is being followed by those who assist you?(b, c)	4.34 (3288)	4.30 (1427)	4.14 (456)	F(2,5168)=9.924, p<.001
that the agency staff respect your ethnic and cultural background?(b, c)	4.43 (3157)	4.46 (1393)	4.29 (455)	F(2,5002)=7.138, p=.001
with the services you receive?(b, c)	4.38 (3285)	4.36 (1461)	4.22 (464)	F(2,5207)=6.945, p=.001
that services are provided in a timely manner?(a, b)	4.33 (3302)	4.25 (1479)	4.13 (463)	F(2,5241)=10.748, p<.001
with how you spend your day?(a, b, c)	3.54 (3323)	3.30 (1470)	3.75 (421)	F(2,5211)=39.218, p<.001
with where you live?(a, c)	3.74 (3301)	3.56 (1466)	3.85 (418)	F(2,5182)=16.186, p<.001
with the amount of choices you have?(a, c)	3.53 (3306)	3.30 (1467)	3.58 (419)	F(2,5189)=21.017, p<.001
with the opportunities you have to make friends?(a, b, c)	3.61 (3301)	3.35 (1456)	3.77 (418)	F(2,5172)=32.661, p<.001
with your general health care?(a, b, c)	3.81 (3279)	3.50 (1458)	3.99 (403)	F(2,5137)=50.052, p<.001
with what you do in your free time?(a, b, c)	3.61 (3291)	3.32 (1463)	3.80 (416)	F(2,5167)=42.263, p<.001
with how safe you feel in your home/agency?(b, c)	4.02 (3298)	4.02 (1461)	4.29 (428)	F(2,5184)=13.681, p<.001
with how safe you feel in the neighborhood?(c)	3.89 (3266)	3.85 (1448)	4.02 (419)	F(2,5130)=4.262, p=.014
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between CPRC Consumer and Non-CPRC Adult. (b) Interaction between CPRC Consumer and Child/Adolescent. (c) Interaction between Non-CPRC Adult and Child/Adolescent.</p>				

CPS Community Services Subjective Responses

What Like Best About the Program:

The consumers of the community services programs of the Division of Comprehensive Psychiatric Services mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Staff:

Clients served through CPRC had many positive things to say about the services they received. The majority of the responses from clients who filled out the survey indicated that the staff was what they liked best about the services they received. The following were statements written by clients that express their feelings toward staff: *"The staff is both helpful and aware of my needs. They do their best for me", "All staff are considerate", and "Makes me more comfortable to know that someone will be checking to make sure that I am doing okay."* Some clients made specific statements about their Case Workers. *"My case worker is there for me to help me with resources, I need", "Very satisfied with how this service works especially with my case worker.", "My case worker is very helpful" and "I am very pleased with my caseworker, I feel she goes above and beyond her duty."*

Medication

Several clients indicated that they were pleased with the medications they were being given. Many individuals simply wrote *"my meds"* and one client stated, *"the medication I receive"*. Other clients had similar things to say in regard to the medication they received. One individual who filled out a survey indicated that *"A place to go to get medication that works"* was the thing they liked best about the services they received from CPRC.

Friendships

An important aspect for many clients was the opportunities to cultivate friendships while receiving treatment. Many clients simply stated *"Friendships"* or *"my friends"*, when responding to the question what they liked best about the services they received. Some had more to say on the issue of friendships. *"The new friends I've made", "Friends that care about me", and "Friends all round me that I can talk to"* also express the importance of friendships to many of the clients receiving services from CPRC.

More Funding

An issue that came up a number of times on consumer satisfaction surveys for CPRC was the issue of the government or the state to provide more funding for programs. Here is just an example of some of the comments that clients wrote about funding, *"I wish the government would provide more money so they could provide more things for us,"* and *"The state keeps cutting the mental health budget and that makes it hard on the staff and the people who is mentally ill."*

Group Support and Therapy:

Many individuals indicated that they really liked the opportunities they had to receive services in a group setting. Client comments about group were varied but most simply stated *"I like group"*. Other wrote things like *"getting together with others in a group"* and *"the groups and time with others"* were what they liked best about the services they received.

Activities

Clients in CPRC programs throughout the state indicated that they enjoyed the opportunities they were given to go on outings or do other types of activities. One client wrote *"I enjoy the outings we go on,"* and another said that *"going for coffee at McDonalds"* were things they liked best about the services they received. One individual talked about some of the classes they were taking, *"I enjoy the classes at PSR I love to cook and clean that's why I take cooking classes and we go bowling too!"*

What Could Be Improved:

There were many responses that indicated that the service should not be changed. (1) *Services don't need improvement.* (2) *I am very satisfied with the services. There is no need to improve on anything.* (3) *It's O.K. the way it is.* (4) *No improvement needed as far as I am concerned.* However, as with most programs, some participants recommended some improvements that could be made. These have been summarized below:

After hours services

After hours services and issues related to the crisis line seemed to be the most frequently mentioned area for improvement. Many of the clients who filled out surveys wrote a variety of comments about the after hours services they were provided. Some clients indicated that the after hours services were quick to assume that an individual calling needed to go immediately to the hospital. For example here are some comments from clients illustrating that point, *"people call the crisis because they relapsed, scared, confused most of the time they just want advise not a straight ride to the psychiatric ward hospital", "I think the only thing that may need improvement is the automatic assumption that if you call the crisis hotline, that you need to be hospitalized" and "I'm afraid to use the crisis line because I most of the time get sent off".* On the other hand a couple individuals had a different view and believed that the after hours services weren't doing enough. A client had this to say, *"The after hours crisis services should be improved by the staff helping even if one in not crucial" and "They [after hours crisis services] can treat us more like people instead of telling you to take a warm bath and drink warm milk when your in a crisis that doesn't help."*

Many clients who filled out surveys and wrote comments about the after hours services made statements about crisis services like the following: *"After hours need to have some classes in reality", "The after hours crisis system needs to be greatly improved and changed", "I'm not satisfied with the services in place now after hours. Medicaid said they would stop paying for emergency services at the hospital if I kept going I've had numerous problems over weekends with this type of situation" and "The only thing I've ever had problems with is the crisis after hours line. No real care provided a couple of years ago, when I use it."*

One individual believed that the after hours services could be improved if the crisis services were local. *"After hours crisis service needs to be local. Operators need to let clients talk to someone 'on call' from the agency where services are received (or at least notify your agency/caseworker that you had a crisis)".* Another client believed that the automated services were problematic for an individual in crisis. He stated, *"I have had trouble with our automated phone service after hours. When I'm in crisis I'm ready for suicide and don't feel like talking to machines. I'm more likely to go ahead and do away with myself than figure out which button to push. I need a human being with credentials to talk to."*

Transportation

Transportation to and from services seemed to be an issue of concern for some clients receiving services. Statements like the following express this concern: *"More classes close to my house or transportation to from the classes that I need to attend", "I just wish the services could provide transportation" and "Take me to my appointments that I need to go to, they used to be able to take me to*

those but now they won't". One individual thought that the cars used for transporting clients were not satisfactory. They had this to say, "Clients not satisfied with MO Cars".

Other supports

Clients suggested different types of services as a means of improving the current supports they were receiving. Many believed that other types of services would improve their satisfaction with CPRC. Comments like the following were written by clients to express this issue: *"I could use a school to go to, to learn more about coping with my disease and the world around me (not using money, going shopping or keeping apt. clean) Real everyday help like in school teaching actual facts of everyday living", "More spontaneous - like help call activities together in the evenings. No sign-up possibly branch away from clinical involvement"* and *"I'd like to hear more about family support groups, home aides, day and evening treatment programs."*

Doctors

Some clients who filled out the consumer satisfaction survey indicated that interactions with their doctor were sometimes difficult. More specifically some of the clients expressed that they believed their Doctors needed to be more understanding and more positive. *"The doctor could be more positive", and "The doctor needs to be more understanding".* Others were frustrated with the time they had to wait to see the Doctor while still others believed that their Doctor was not very available to them, *"I always have to wait so long to see the Doctor"* and *"Would like to be able to speak with Dr. more personally. The availability is not always convenient".* One other individual commented that, *"The doctors talk to me like I don't understand what's going on".*

Still other issues with Doctor appointments were the time it took to get an appointment. Several clients wrote about the length of time it took to obtain an appointment with the Doctor. *"I scheduled my appointment in January and had to wait until April for an appointment"* and *"it takes too long to get an appointment with the Doctor"* were just a couple of the comments made by consumers. Time and again surveys indicated that the time needed to obtain an appointment with the Doctor was excessive.

Staff:

Many clients indicated that improvements in staffing or the way that staff treated them would improve the services they received. One person wrote, *"They could be more understanding people"* and *"better staff on swing/night shift".* Another individual said that they weren't happy with their CPR group any longer because case workers were facilitating the group. *"I used to enjoy the CPR group but now case workers are doing them and have no idea what they are doing. One man doesn't even like the consumers. He seems to shy away from us when any of us talk like we have some sense about who we are. Also 4 hours have been cut from CPR's and this is the only social time many people have."*

Some clients believed that they needed more staff to improve the services they were receiving. Many clients made statements like, *"need more staff", "need more CSW's"* and *"Hire more staff so clients receive more (and better) services".* One individual felt that staff changed too much, *"quit changing employees".*

Financial/ Medicaid

Clients also mentioned Financial issues like Medicaid and Spend-down as areas that needed improvement. Statements like *"Medicaid accepting my therapist would be nice!"* and *"Take away financial restrictions on POS. I used to be able to get POS meds when I was on my spend down and now I can't. I need my meds and I can't afford them"* illustrate some of the issues that clients wrote about on their consumer satisfaction surveys in regard to financial concerns.

Activities

Some clients shared that having more activities, as a part of the services they received would improve their satisfaction with those services. Comments like, *"More outings and better food"*, *"more community outings esp. YMCA"* and *"I'd like to do more crafts"* were just some of the suggestions offered by clients.

Food

Food was mentioned as an area that needed improvement for some of those receiving CPRC services. Clients made comments that they would like to see *"Better, more nutritious food especially if you're diabetic like me. We rarely get fresh fruit, only fruit cocktails and vegetables are mixed vegetables all the time."* Others stated their desire for better food by simply writing *"better food"*, or *"more food"*.

Groups

The issue of groups was brought up again in the need for improvement section of the satisfaction survey. Many clients wrote that the thing they liked best about the services they received were the group interactions. Under the category of what could be improved consumers indicated that they would like to have *"more group per week"* and *"more groups"*. Other comments about wanting more group therapy activities were as follows: *"I want group 5 days week"*, and *"coming to groups more often"*.